KZN282 uMhlathuze - Schedule of Service Delivery Standards

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	Weekly
Premise based removal (Business Frequency)	Daily
Bulk Removal (Frequency)	Weekly
Removal Bags provided(Yes/No)	Yes
Garden refuse removal Included (Yes/No)	No
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Daily
How soon are public areas cleaned after events (24hours/48hours/longer)	24hours
Clearing of illegal dumping (24hours/48hours/longer)	48hours
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes (District)
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Blue
Is free water available to all? (All/only to the indigent consumers)	Only to indigent consumers and those qualifying based on consumption
Frequency of meter reading? (per month, per year)	per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Monthly Reading
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Monthly Reading
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	3 Hours
Up to 5 service connection affected (number of hours)	3 Hours
Up to 20 service connection affected (number of hours)	3 Hours
Feeder pipe larger than 800mm (number of hours)	4 Hours
What is the average minimum water flow in your municipality?	850m3 /h
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	Within 2 days

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Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes
Electricity Service	
What is your electricity availability percentage on average per month?	95%
Do your municipality have a ripple control in place that is operational? (Yes/No)	no
How much do you estimate is the cost saving in utilizing the ripple control system?	n/a
What is the frequency of meters being read? (per month, per year)	monthly automated meters & every 3 months for others
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	less than 12 hours for major unplanned outages
Are accounts normally calculated on actual readings? (Yes/no)	Automated readings are calculated on actual but the others are dealt with by treasury department
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty meters? (days)	within a day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	yes
How effective is the action plan in curbing line losses? (Good/Bad)	good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	1. single phase or 3 phase domestic it is same day 2. business depends on the NMD
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	within 30 working days (as per NERSA)
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	month (as per NERSA)
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	per agreement (NERSA)
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	70% system 30% to the sea Outflow Effluent

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To what extend do you subsidize your indigent consumers?	Indigent Policy
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	≤ 1 Hour
Sewer blocked pipes: Large pipes? (Hours)	≤ 8 Hours
Sewer blocked pipes: Small pipes? (Hours)	≤ 8 Hours
Spillage clean-up? (hours)	≤ 1 Hour
Replacement of manhole covers? (Hours)	7 days
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	Within 2 working days
Time taken to repair a single pothole on a minor road? (Hours)	Within 4 working days
Time taken to repair a road following an open trench service crossing? (Hours)	Within 5 working days
Time taken to repair walkways? (Hours)	Within 30 working days subject to procurement process
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	3-5 days - Based on Valuation of the property which is then sent to Finance
Do you have any special rating properties? (Yes/No)	Yes

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Standard / Description	Service Level
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	N/A - no nauthorised and wasteful expenditure
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 days from date of receipt of goods
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	Within One day
Time to respond to a verbal customer enquiry or request? (working days)	Within One Hour
Time to respond to a written customer enquiry or request? (working days)	10 Working Days
Time to resolve a customer enquiry or request? (working days)	Within 2 -4 hours
What percentage of calls are not answered? (5%,10% or more)	None
How long does it take to respond to voice mails? (hours)	20 minutes
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	30 working days electricity
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	

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Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	8 minutes
How long does it take to renew a vehicle license? (minutes)	5 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	6-8 weeks awaiting for authorisation from DoT and 5 minutes issuing
How long does it take to de-register a vehicle? (minutes)	6 minutes
How long does it take to renew a drivers license? (minutes)	20-25 minutes (eye test, fingerprints, photos and issuing of temporal DL and 6 weeks for DL card)
What is the average reaction time of the fire service to an incident? (minutes)	1 Mniutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
Economic development	
How many economic development projects does the municipality drive?	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	11
What percentage of the projects have created sustainable job security?	
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes